

# ITMC 2015 Project Excellence Awards

**Project Title:** Livestock Reporting and Per Capita Fee Payment

**Agency:** Department of Revenue (DOR), Property Assessment Division

**Nominated by:**

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**Team Leader/ Members:**

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**Summary Paragraph:**

Livestock ownership has been an important economic driver in Montana for over 100 years. With the implementation of this service, livestock owners are able to not only report their livestock and pay their per capita fees but access past reporting records electronically minimizing both DOR staff resources and man-hours.

**Project Description:**

In past years, all livestock reporting and per capita fee payments were processed in paper utilizing DOR staff resources and man-hours. Today, users can log in, file their livestock reports, pay their per capita fees, and access past reporting and payment records. Additionally, Department of Revenue personnel holding the appropriate security are able to search, enter, edit, and delete livestock reports for their customers as well as process the occasional payment that may be received in office.

To replace manual process with an automated online solution to facilitate efficiency for both the Department of Revenue tracking and reporting to counties, and Montana livestock owners, mobile phones and tablets were taken into consideration while developing the application. Twitter bootstrap is utilized to make the website responsive and assure that the application works well in either a standard web browser, or on your phone or tablet. JQuery javascript is also used to facilitate many dynamic aspects of each page, such as the ability to add multiple animal locations. Additionally, AJAX and JSON are used to provide constantly updating statistics to administrators without the need to refresh a page. A Content Management System (CMS) is used for content that might need updating regularly. This application utilizes Microsoft's MVC platform, and is written in C#.

The service is hosted by multiple virtual servers, in multiple physical locations, and requests are handled by a load balancer. This ensures continuous access to the service.

Although the Department of Revenue had no existing front-end application in place, the previous database that housed information has been replaced with a new database that is hosted by Montana Interactive.

The previous Department of Revenue process was fully manual and quite costly. In January 2014, the Department incurred approximately \$12,082 in the printing and mailing expenses for 22,000 livestock reporting forms, each of which required manual entry by DOR staff to complete the billing process. The new Livestock Reporting and Per Capital Fee Payment service have been implemented and will save the DOR thousands of staff hours. Montana livestock owners and DOR equally benefit from this service. The need for manual paper mail-in/entry is becoming obsolete and this service provides the Agency the avenue to move to a more efficient and cost effective manner in which to handle this reporting requirement for state government as well as communicate needed information to the Department of Livestock and county offices.

The projected project cost was \$88,816 with 854 hours of development. Because the service only recently went live (October 29, 2015) and has not experienced a full Per Capita Fee billing cycle, it is difficult to place a dollar amount reflecting the savings in time. However, with the efficiencies that have been implemented by this service, DOR stands to have great return on investment (ROI) as the adoption rate increases and manual entry is diminished. This service has a user friendly layout and provides Montana livestock owners a convenient and secure avenue to report their livestock annually 24/7. The system simplicity and the organization breaks down each piece of the process step by step, making it easy for owners to complete the reporting requirement. Access to the service utilizes the "ePass Montana" single sign on service. Permission to access administrative features is controlled using our general purpose "Security Authorization" service which allows administrators to assign roles and permissions to users for access to various abilities of the service.